

**Amendments to the Specification:**

**Please replace paragraph [0001] with the following paragraph:**

[0001] This application is related to, and claims priority from U.S. Provisional Patent application no. 60/496,518 filed on August 20, 2003 titled “Distributed Call Center System and Method for Volunteer Mobilization”, the contents of which are hereby incorporated by reference. This application is related to, and claims priority from PCT/US2004/027142 filed on August 19, 2004 titled “Distributed Call Center System and Method for Volunteer Mobilization”, the contents of which are hereby incorporated by reference.

**On page 1, line 9 “Technical Field” should be replaced with the following:**

-- FIELD OF THE INVENTION --

**On page 1, line 13 “Background Art” should be replaced with the following:**

--BACKGROUND OF THE INVENTION—

**On page 2, line 21 “Disclosure of Invention” should be replaced with the following:**

--SUMMARY OF THE INVENTION—

**On page 5, line 5 “Best Mode for Carrying Out the Invention” should be replaced with the following:**

--DETAILED DESCRIPTION--

**On page 21, line a “Industrial Applicability” should be deleted.**